Optometric and Eyeglass Services

Provided by:
Ophthalmologists, Optometrists, Opticians and Eyeglass Providers

Medicaid , CHIP and Other Medical Assistance Programs

MONTANA
Department of Public Health & Human Services

January 2005

My Medicaid Provider ID Number:

My CHIP Provider ID Number:

Department of Public Health & Human Services

Key Contacts

Hours for Key Contacts are 8:00 a.m. to 5:00 p.m. Monday through Friday (Mountain Time), unless otherwise stated. The phone numbers designated "In state" will not work outside Montana.

Provider Enrollment

For enrollment changes or questions:
(800) 624-3958   In state
(406) 442-1837   Out of state and Helena

Send written inquiries to:
Provider Enrollment Unit
P.O. Box 4936
Helena, MT 59604

Provider Relations

For questions about eligibility, payments, denials, general claims questions, or to request provider manuals or fee schedules:
(800) 624-3958   In state
(406) 442-1837   Out of state and Helena

Send written inquiries to:
Provider Relations Unit
P.O. Box 4936
Helena, MT 59604

Claims

Send paper claims to:
Claims Processing Unit
P. O. Box 8000
Helena, MT 59604

Third Party Liability

For questions about private insurance, Medicare or other third-party liability:
(800) 624-3958 In state
(406) 442-1837 Out of state and Helena

Send written inquiries to:
ACS Third Party Liability Unit
P. O. Box 5838
Helena, MT 59604

CHIP Eyeglass Services

CHIP Eyeglass Services
P.O. Box 202951
Helena, MT 59620-2951

(877) 543-7669 Toll free in state
(406) 444-6971 Phone
(406) 444-1899 Fax
chip@state.mt.us E-Mail

CHIP Optometric Services

Blue Cross and Blue Shield of Montana covers optometric services for CHIP clients. For more information or a billing manual, contact:
BlueCHIP
Blue Cross and Blue Shield of Montana
P.O. Box 4309
Helena, MT 59604

(800) 447-7828 Ext. 8647
(406) 447-8647

Optometric Program Officer

Send written inquiries to:
Optometric Program Officer
DPHHS
Medicaid Services Bureau
P.O. Box 202951
Helena, MT 59620

(406) 444-4540 Phone
(406) 444-1861 Fax

Restricted Client Authorization

For authorization for emergency services provided for restricted clients, contact the Surveillance/Utilization Review Section:
(406) 444-4167
All other services must be authorized by the client's designated provider.

Montana Department of Public Health and Human Services

Montana Department of Public Health and Human Services

Eyeglass Contractor

Walman Optical Company is contracted with DPHHS to provide eyeglasses to Medicaid and CHIP clients. Providers should call Walman to verify the client is eligible for eyeglasses. Dispensing providers may use any of the Montana Walman laboratories:

Keith Valley, Manager
454 Moore Lane, Suite 5
Billings, MT 59101
(406) 252-2143 Phone
(800) 759-5501 Toll free
(800) 642-4920 Fax

Gary Warneke, Manager
1245 South 3 West
Missoula, MT 59801
(406) 549-6429 Phone
(800) 877-3014 Toll free
(800) 551-3335 Fax

Dennis Kuntz, Manager
410 Central Avenue
Great Falls, MT 59401
(406) 761-2872 Phone
(800) 831-5889 Toll free
(406) 761-8194 Fax

Provider's Policy Questions

For policy questions, contact the appropriate division of the Department of Public Health and Human Services; see the *Introduction* chapter in the *General Information For Providers* manual.

Technical Services Center

Providers who have questions or changes regarding electronic funds transfer should call the number below and ask for the Direct Deposit Manager.

(406) 444-9500

Client Eligibility

For client eligibility, see the *Client Eligibility and Responsibilities* chapter in the *General Information For Providers* manual.

ACS EDI Gateway

For questions regarding electronic claims submissions:

(800) 987-6719   Phone
(850) 385-1705   Fax

ACS EDI Gateway Services
2324 Killearn Center Blvd.
Tallahassee, FL 32309

Secretary of State

The Secretary of State's office publishes the most current version of the Administrative Rules of Montana (ARM):

(406) 444-2055 Phone

Secretary of State
P.O. Box 202801
Helena, MT 59620-2801

Prior Authorization

The following are some of the Department's prior authorization contractors. Providers are expected to refer to their specific provider manual for prior authorization instructions.

Surveillance/Utilization Review

For prior authorization for eye prosthesis, contact SURS at:

(406) 444-0190 Phone
(406) 444-0778 Fax

Send written inquiries to:
Surveillance/Utilization Review
2401 Colonial Drive
P.O. Box 202953
Helena, MT 59620-2953

Provider Relations

Contact Provider Relations to verify that the client is eligible for an eye exam or for PA for dispensing and fitting of contact lenses.

(800) 624-3958 In state
(406) 442-1837 Out of state and Helena

Send written inquiries to:
Provider Relations Unit
P.O. Box 4936
Helena, MT 59604

DPHHS

For prior authorization for transition lenses, tints other than Rose 1 and Rose 2, UV and scratch resistant coating, and polycarbonate lenses for Medicaid and CHIP clients:

For Medicaid clients:
(406) 444-4540 Phone
(406) 444-1861 Fax

Send written inquiries to:
Health Policy and Services Division
Medicaid Bureau - Optometric Program
P.O. Box 202951
Helena, MT 59620-2951

For CHIP clients:
(877) 543-7669 Toll free in state
(406) 444-6971 Phone
(406) 444-1899 Fax
chip@state.mt.us E-Mail

Send written inquiries to:
CHIP Eyeglass Services
P.O. Box 202951
Helena, MT 59620-2951

Montana Department of Public Health and Human Services

Key Web Sites	
Web Address	**Information Available**
Virtual Human Services Pavilion (VHSP) vhsp.dphhs.mt.gov	**Select *Human Services* for the following information:** • **Medicaid:** Medicaid Eligibility & Payment System (MEPS). Eligibility and claims history information. • **Senior and Long Term Care:** Provider search, home/housing options, healthy living, government programs, publications, protective/legal services, financial planning. • **DPHHS:** Latest news and events, Mental Health Services Plan information, program information, office locations, divisions, resources, legal information, and links to other state and federal websites. • **Health Policy and Services Division:** Children's Health Insurance Plan (CHIP), and Medicaid provider information such as manuals, newsletters, fee schedules, and enrollment information.
Provider Information Website www.mtmedicaid.org or http://www.dphhs.mt.gov/hpsd/medicaid/ medicaid2/index.htm	• Medicaid Information • Medicaid news • Provider manuals • Notices and manual replacement pages • Fee schedules • Remittance advice notices • Forms • Provider enrollment • Frequently asked questions (FAQs) • Upcoming events • Electronic billing information • Newsletters • Key contacts • Links to other websites and more
CHIP Website www.chip.mt.gov	• Information on the Children's Health Insurance Plan (CHIP)
ACS EDI Gateway www.acs-gcro.com/Medicaid_Account/Montana/ montana.htm	ACS EDI Gateway is Montana's HIPAA clearinghouse. Visit this website for more information on: • Provider Services • EDI Support • Enrollment • Manuals • Software • Companion Guides
Washington Publishing Company www.wpc-edi.com	• EDI implementation guides • HIPAA implementation guides and other tools • EDI education

MONTANA
Department of Public Health & Human Services

Introduction

Thank you for your willingness to serve clients of the Montana Medicaid program and other medical assistance programs administered by the Department of Public Health and Human Services.

Manual Organization

This manual provides information specifically for optometrists, opticians, and ophthalmologists. Other information for ophthalmologists is included in the *Physician Related Services* manual.

Each chapter has a section titled *Other Programs* that includes information about other Department programs such as the Mental Health Services Plan (MHSP) and the Children's Health Insurance Plan (CHIP). Other essential information for providers is contained in the separate *General Information For Providers* manual. Each provider is asked to review both the general manual and the specific manual for his or her provider type.

A table of contents and an index allow you to quickly find answers to most questions. The margins contain important notes with extra space for writing notes. There is a list of *Key Contacts* at the beginning of each manual. We have also included a space on the back side of the front cover to record your Medicaid and CHIP provider ID numbers for quick reference when calling Provider Relations.

Manual Maintenance

Manuals must be kept current. Changes to manuals are provided through notices and replacement pages which are available on the *Provider Information* website (see *Key Contacts*). When replacing a page in a manual, file the old pages in the back of the manual for use with claims that originated under the old policy.

Providers are responsible for knowing and following current laws and regulations.

Rule References

Providers must be familiar with all current rules and regulations governing the Montana Medicaid program. Provider manuals are to assist providers in billing Medicaid; they do not contain all Medicaid rules and regulations. Rule citations in the text are a reference tool; they are not a summary of the entire rule. In the event that a manual conflicts with a rule, the rule prevails. Links to rules are available on the Provider Information website (see *Key Contacts*). Paper copies of rules are available through Provider Relations and the Secretary of State's office (see *Key Contacts*). In addition to the general Medicaid rules outlined in the *General Information For Providers* manual, the following rules and regulations are also applicable to the optometric and eyeglass programs:

Montana Department of Public Health and Human Services

- Code of Federal Regulations (CFR)
    - 42 CFR 440.60 Medicaid or Other Remedial Care Provided by Licensed Practitioners
    - 42 CFR 440.120 Prescribed Drugs, Dentures, Prosthetic Devices and Eyeglasses
- Montana Codes Annotated (MCA)
    - MCA 37-10-101 - 37-10-313 Optometry
- Administrative Rules of Montana (ARM)
    - ARM 37.86.2001 - 37.86.2005 Optometric
    - ARM 37.86.2101 - 37.86.2105 Eyeglasses

Claims Review (MCA 53-6-111, ARM 37.85.406)

The Department is committed to paying Medicaid provider's claims as quickly as possible. Medicaid claims are electronically processed and usually are not reviewed by medical experts prior to payment to determine if the services provided were appropriately billed. Although the computerized system can detect and deny some erroneous claims, there are many erroneous claims which it cannot detect. For this reason, payment of a claim does not mean that the service was correctly billed or the payment made to the provider was correct. Periodic retrospective reviews are performed which may lead to the discovery of incorrect billing or incorrect payment. If a claim is paid and the Department later discovers that the service was incorrectly billed or paid or the claim was erroneous in some other way, the Department is required by federal regulation to recover any overpayment, regardless of whether the incorrect payment was the result of Department or provider error or other cause.

Getting Questions Answered

The provider manuals are designed to answer most questions; however, questions may arise that require a call to a specific group (such as Provider Relations or a prior authorization unit). The list of *Key Contacts* at the front of this manual has important phone numbers and addresses pertaining to this manual. The *Introduction* chapter in the *General Information For Providers* manual also has a list of contacts for specific program policy information. Providers should also read the monthly *Montana Medicaid Claim Jumper* newsletter for Medicaid updates and changes. Medicaid manuals, notices, replacement pages, fee schedules, forms, and much more are available on the *Provider Information* website (see *Key Contacts*).